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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

Date Submitted:

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Sheet

1

of

2

Application Number

09/815,688

Filing Date

March 23, 2001

First Named Inventor

George H. HOFFMAN et al.

Group Art Unit

3627

Examiner Name

Elaine L. Gort

Attorney Docket Number

062834-0161

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
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Date
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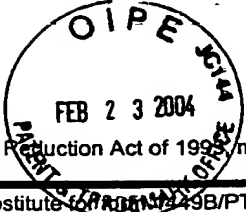
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Substitute for PTO Form 29B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT Date Submitted: (use as many sheets as necessary)		Complete if Known	
		Application Number	09/815,688
		Filing Date	March 23, 2001
		First Named Inventor	George H. HOFFMAN et al.
		Group Art Unit	3627
		Examiner Name	Elaine L. Gort
Sheet 2 of 2	Attorney Docket Number	062834-0161	

Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Documents	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)				

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Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.						T ⁶
EJ		Noori, Hamid; Production and Operations Management; Total Quality Responsiveness; McGraw-Hill; 1995; pages 422-519						

Examiner Signature		Date Considered	6/10/04
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Date Submitted: April 16, 2004

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Sheet	2	of	2
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Application Number	09/815,688	
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Microsoft Computer Dictionary, 4th Edition, Microsoft Press, 1999, pages 167, 242, 334, 421, 443, 444 and 462

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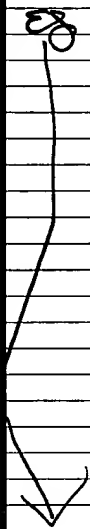
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Sheet	1	of	2												

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ED		John Rendleman, "Burger King Orders AT&T Mail Service", CommunicationsWeek, 1994.	

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